

1. There are two different Voya apps, what are they, and what are each used for?
  - **VOYA Health Account Solutions App** – check available HRA claims balances, review claims details, submit claims to request reimbursement
  - **VOYA Retire App** – review your retirement plans, performance, education
2. Will my spouse & I both get a card?

**Two Voya debit cards** are sent out automatically once you are enrolled under the HRA claims portal. Both cards are in the retiree's name as the account holder with the option for you and your eligible spouse to use the debit cards. A debit card in your spouse's name can be requested, if preferred.

- To request an additional debit card for your spouse, link from the Voya Participant Portal to the Voya Claims Portal. Go under your Profile>Profile Summary to add your spouse's details. Once that is complete, you can request a debit card. If you would like assistance adding your spouse, please reach out to the Voya Financial Customer Service by calling Toll-Free: (833) 232-4673 or by emailing [HASinfo@voya.com](mailto:HASinfo@voya.com).

3. If my (2) debit cards have my name on them, can my spouse still use the card for his reimbursements?

Yes, your spouse can also use the debit cards in your name.

4. If I die, can my spouse access the remaining funds allocated to me?

If you pass away and have an eligible spouse at the time of your death, remaining funds can be transferred to your spouse. The Death Benefit Transfer Form should be completed by your surviving spouse and sent to Voya with the death certificate

5. If I had things in-process when the conversion period began, will I need to refile for those?

If you did not receive a reimbursement from TASC, then you will need to resubmit your reimbursement under your account with Voya.

This would apply also for your recurring premium claims as well. You may wish to set up your checking or savings account so reimbursements will automatically deposit into your bank account vs. having a check mailed to you.

6. The set-up process is utilizing my EVSC email, is this ok and how do I change my email?

Each time you log directly into the Voya Participant Portal, you will need to confirm a one-time passcode sent to the email address on file. If you no longer have access to your EVSC email, then your email address will need to be updated. There is also an option for the passcode to be sent via text.

7. Can I still use this to pay for additional Medicare coverage?

Your funds can be used for Medicare Supplement, Advantage and Retiree coverage premiums in addition to many other qualified expenses found here: <https://www.irs.gov/pub/irs-pdf/p502.pdf>

8. How do I register for the first time to see my account?

Go to the Voya HRA Landing Page - <https://www.voya.com/ws/myHRA>, scroll down to the blue "Access Your Account" button and click. On the Participant Portal login page – click on "Register for online access" YOU will be required to enter the last 4 digits of your Social Security Number, Date of Birth and the Plan Code, EVAVAN2271.

9. How do I log in to see my account once I have registered?

Once you have registered you can go through the Voya HRA Landing Page - <https://www.voya.com/ws/myHRA> , scroll down to the blue "Access Your Account" button and click. This will bring you to the Participant portal where you will enter in the Username and Password you set up during the registration process. **Please note:** you will have to confirm a one-time passcode that is emailed to the email address on file, or mobile number via text each time you log in for additional security.

The home screen will populate with an orange Voya Claims Portal button. You will click on the button which brings you directly to the Voya Claims Portal.

10. Can I use the same login for the app?

For the Health Account Solutions App, you will need to first, **register** on the app or Health Account Portal to set up a separate username and password on the portal. Once the registration process is complete, you can then, log into the app.

11. Can I register my account for the app without receiving a pin?

There is an option to register without a PIN, confirming your date of birth and full Social Security Number during the process instead of the PIN code you would have received in the mail.

12. If I never received a PIN in the mail, can I call VOYA to get a pin over the phone?

Voya Customer Service can assist with getting a new PIN code to you (email, text message) and registering for the Health Account Portal. Please reach out to the Voya Financial Customer Service by calling Toll-Free: (833) 232-4673 or by emailing [HASinfo@voyacom.com](mailto:HASinfo@voyacom.com).

13. What do I do if I still can't get logged in despite the instructions I have read?

Please reach out to the Voya Financial Customer Service by calling Toll-Free: (833) 232-4673 or by emailing [HASinfo@voyacom.com](mailto:HASinfo@voyacom.com).

14. Can I claim a reimbursement that I missed due to the blackout period?

Claims can be filed for any service dates that you are eligible to access your funds since your retirement date, if you haven't already been reimbursed.

15. I have run out of reimbursement claim request documents, where can I find more?

HRA Claim Forms can be found on the Voya Claims Portal. From the Home Page, click on Tools & Support. On the Tools & Support page, the claim form is under the Documents & Forms section. These are available on the Liberty Wealth Services EVSC webpage as well.

16. Why did EVSC change to VOYA?

The transition to Voya from TASC is to bring all your retirement & VEBA plans under the same administrator.

In addition, any and all fees associated with your VEBA are transparent and viewable online.

Finally, in the past, you had to perform several steps to sweep money in and out of your claims account in order to get claims reimbursed. This is simplified for you as one claim or a swipe of the debit card is needed with no sweep reimbursement account.

17. If TASC covered an expense, will VOYA cover this expense too?

Services and products eligible according to the IRS will also be eligible under your plan with Voya. See what is eligible here: <https://www.irs.gov/pub/irs-pdf/p502.pdf>